



## What is an MFD

MFD stands for Multi-Function Device. All of the new HP and Toshiba shared devices are MFD's – meaning the machines print, copy, and scan to e-mail.

## How can I tell if the MFD is part of the SUNY Print Program

A **Toshiba** sticker has been placed on each device that is covered by the program. Each sticker indicates the model and serial number of the device.

## Where are SUNY-MCC Print Program MFD's located

As of October 2023, there are 18 shared MFD's within the North and South Faculty Towers. You can find one near the elevator on floors 2 through 5 in Building 5, and on floors 2 through 6 in Building 8.

Each of the floors mentioned above also has an additional MFD located in various offices. There are 2 machines per floor.

The President's Office, VP Suites (including EDIWS Downtown), the Marketing and Community Relations Department, Human Resources, EOP, and Financial Aid also have new MFD's.

## All of the shared MFD's in the Towers are Black and White

### ***Can we keep our color printer? Or can we buy a color printer?***

Color printing is by far the most expensive kind of printing and our objective is to reduce this cost to the College as much as possible.

Going forward, once an area has a shared MFD, no supplies or repairs will be ordered for any single function printers in that area, as those printers will be tagged for removal.

Purchase requests for new color printers, regardless of location, will not be approved.

## What about the Copy Centers in the Towers, Rooms 5-210 and 8-539

### ***Will those still be available?***

Yes – those rooms and machines are not part of the Managed Print Program. The Copy Centers are under the Print Shop and those services will continue to be available, at the discretion of the Print Shop.

## How do I add the new print queue for the shared devices in the Towers to my computer

Click the Search button (the magnifying glass) in the bottom left of your screen and type `\\MCC-B151\` then select by double-clicking on **Brighton - Print Release Stations** from the list. Let it fully install.

## How do I send a print to a shared use printer

There is one print queue \\MCC-B151\Brighton - *Print Release Stations*. Print jobs submitted to that queue can be released (printed) at any one of the shared use printers.

## How are my print jobs secured

Print jobs stay in the queue (for 12 hours), until you walk up to a printer and release the print job. You will only see the print jobs that you have submitted.

## How do I release my print job from a shared use printer

You can use your MCC ID (tap the square on the printer panel) or enter your MCC email and password. Then you would tap the *Print Release* tile that displays on the printer panel and select which or all of your print jobs to release to print. After you are done, log out/exit (tap right arrow near top right of panel display on printer).

## How long can I wait between sending a print job and releasing it

Print jobs need to be released (printed) within 12 hours or they will be purged. (\*we are checking to see if this time-frame can be increased 10/19/23).

## What if I change my mind and don't want to print a document

You can delete a print job from the print release screen, or simply wait 12 hours and the print job will be deleted automatically.

## Can I scan on these devices

Yes, once you log in at a printer, there is an option to scan to email. You can only send the scan to your own MCC email but there are some settings such as 1-sided/2-sided, paper orientation, color, and paper size that can be customized per scan.

## Who is ordering toner for these shared devices

Toner usage will be monitored by Toshiba and refills will automatically be delivered as needed.

## Are there print quotas

There are currently no print allocations or quotas for college employees. You can and should print what you need to print for college business.

## Why won't my Apple Laptop/Desktop let me connect or print to these new shared devices

We are aware of this issue and as of 10/19/23, Technology Services is working on a resolution.

## Who will be responsible for maintaining a supply inventory, changing toner cartridges, or clearing paper jams for these shared MFD's

We are aware of this issue and are working towards a solution from feedback.

## Our MFD (Printer/Copier/Scanner) needs repair - what should I do

Call Employee Technical Support at 292-8324, option 3 and provide the model and serial number (see the Toshiba sticker on the machine), the location of the device, and describe the issue.

## The new MFD is displaying an error code/message, what should I do

Call Employee Technical Support at 292-8324, option 3 and provide the model and serial number (see the Toshiba sticker on the machine), the location of the device, and the error code/message.

If the error code starts with E – that indicates a jam and the display panel will show the steps to clear the jam.

## Can I have my single function printer (that has not been removed yet) repaired or can I still buy toner for it

If you are in a location that already has shared MFD's installed – No. Single function printers in those areas will be removed shortly and will not be repaired or supplied with new toner.

If your location does NOT yet have a new shared MFD – requests will be evaluated on a case by case basis as we work through the Managed Print implementation process.

## How can I ask a question, provide suggestions or feedback

All questions, suggestions, and feedback related to the SUNY Print Program can be submitted by [email SUNYPrintProgram@monroecc.edu](mailto:SUNYPrintProgram@monroecc.edu).